



Fixed Mobile Unification

User guide

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1. Number management via MyProximus

1.1. Access to the Fixed Mobile Unification (FMU) numbers

Fixed-Mobile Unification (FMU) is a mobile service which can be managed via the “MyProximus Mobile” web portal.

1.1.1. Step 1

Welcome to MyProximus

Self-service portal for enterprises

Search for an application:

€ Expenses **Services** Administration Orders and requests Support

Do you want to group all your products in your account?
» Complete your account here

The screenshot shows the 'Services' menu in the MyProximus portal. The menu items are:

- Fixed & Mobile Convergence**
 - Enterprise switch
 - Fixed mobile unification** (highlighted with a red circle)
- Mobile**
 - Mobile overview
 - Configurations and options
 - Transaction status
 - Push to talk
 - Manage mobile user groups
 - Name mobile user groups
- Reporting**
 - Network and service levels**
 - Mobile service reporting
 - Mobile continuity services
 - Fleet and asset management**
 - Mobile fleet management
 - Mobile asset management
- Loyalty**
 - Loyalty points for mobile services

1.1.2. Step 2

Select the account ID of the FMU numbers you want to manage.

FMU

FMU number management **FMU number management**

Account number = 11671728 Remove this filter

Account number	Customer name
<input type="radio"/> 2007	PROXIMUS
<input type="radio"/> 2008	PROXIMUS
<input type="radio"/> 2010	PROXIMUS
<input type="radio"/> 2014	PROXIMUS

The FMU numbers on this account will appear.

Account Number: 11671728 - PROXIMUS

FMU numbers | Non-FMU numbers

Mobile	Customer	Firstname	Lastname	Product	Ref 1	Ref 2	FMU details
32470209180	PROXIMUS			BUO13			
32470626143	PROXIMUS			PVR01			
32470626152	PROXIMUS			BUO13			
32470626161	PROXIMUS			BUO13			
32470626165	PROXIMUS			BUO13			

FMU details

By clicking on this icon, the manager can manage the FMU planning & status of users, either individually, directly into the portal, or via a bulk upload.

1.2. Scheduling page

1.2.1. Individual number scheduling

proximus Discover | Solutions | Support | MyProximus

Home | Fleet Management | Products & Services | Usage & Billing | Administration | Contact | Help

My Profile | Proximus Communication | User Management | Grouping | Naming

FMU

Define schedule for 0479475776

0:00 Mon Tue Wed Thu Fri Sat Sun

1:00

2:00

3:00

4:00

5:00

6:00

7:00

8:00

9:00

10:00

11:00

12:00

13:00

14:00

15:00

16:00

Add a slot

Day Mon Tue Wed Thu Fri Sat Sun

Time slot Start hour → End hour
hh : mm hh : mm

Status Professional On duty

Select a template schedule Option 2

Reset Add slot

Scheduling info / Notifications

Notification (Beep) ON

Notification (Status updates) ON

Auto/Manual Status Professional On duty Private

Cancel Save all changes

Scheduling parameters:

Slot creation:

- Select the day on which you want to create a slot (multiple days possible).
- Select time-slot values – Start Hour / End Hour (granularity of 5 min).
- Select the profile you want to be activated during the slot.
- Add the slot by clicking on “add slot”.
- Repeat the operation until all the slots have been created.

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FMU

Define schedule for 0479475776

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5:00

6:00

7:00

8:00

9:00

10:00

11:00

12:00

13:00

14:00

15:00

16:00

Add a slot

Day Mon Tue Wed Thu Fri Sat Sun

Time slot Start hour → End hour
hh : mm hh : mm

Status Professional On duty

Select a template schedule Option 1

Reset Add slot

Scheduling info / Notifications

Notification (Beep) ON

Notification (Status updates) ON

Auto/Manual Status Professional On duty Private

Cancel Save all changes

Definition of other parameters:

- Beep notification: when activated, the end user will hear a “beep” when making a call in professional mode.
- Notification (status update): if the fleet manager changes the active profile, the end user will be notified by SMS.

- Auto/Manual status: * possibility to choose automatic mode (scheduling applies) or manual mode, and then the profile can be forced.

*This last option only applies to end users who have the “User self-management” option.

Activation of new parameters/scheduling:

Don't forget to save your changes by clicking on the “save all changes” button.

1.2.2. Scheduling template creation

It is possible to create schedule templates which can then be assigned to users – individually or via a bulk upload.

The procedure is quite similar to that for creating an individual schedule, but this is a “non-assigned” template which will be stored in a “library”.

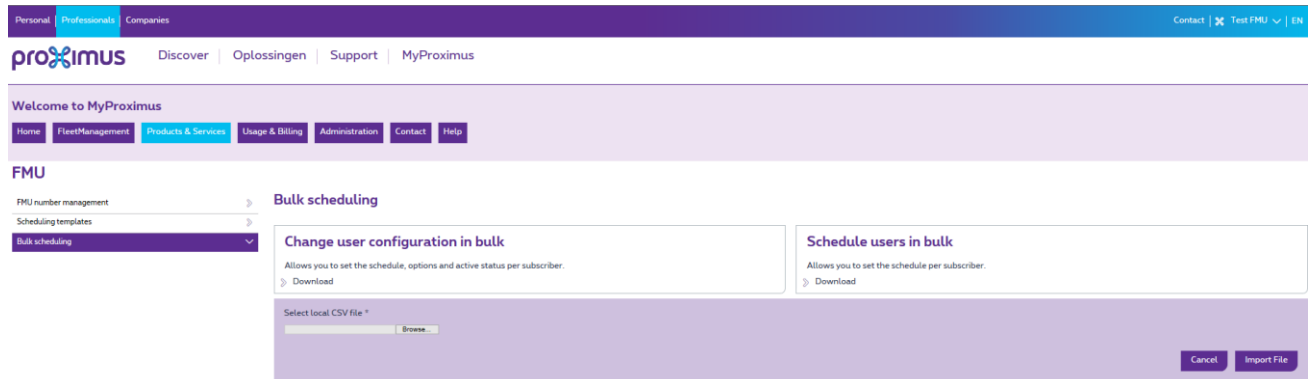
Template creation is 7 steps:

- A. You can decide to start from an existing template or to create a new one. You just have to select the template and select ‘duplicate’.
The list which appears is the library of scheduling templates create in the past. Once a template is assigned, if you modify the content, a new name will be automatically requested.
- B. Give a name to your template (When creating a bulk upload, the name of the template will be reused as information in the .xls file).
- C. Create the time slot
- D. Define the time slot
- E. Select the status to apply for that period

- F. click “Add a timeslot” → you see your slot(s) into the calendar
- G. and then when all timeslots are created, click on “save all changes”
Your template is saved and visible into the Library.

1.3. Bulk scheduling page

It is possible to upload some parameters and/or scheduling in bulk using an .xls file upload.



As explained in the first section, a configuration has two main parts:

- Scheduling only
- Notification parameters

1.3.1. Scheduling only

It is possible to update the scheduling only. For this, you have to use:



You must then complete an .xls file with two relevant columns:

The mobile number of the user and the schedule template name you defined in the previous section.

Mobile Number	Schedule Template File Name
473142105	Option1

Warning: make sure you write the template name correctly. If you make a mistake, it will be rejected.

1.3.2. Scheduling and parameters

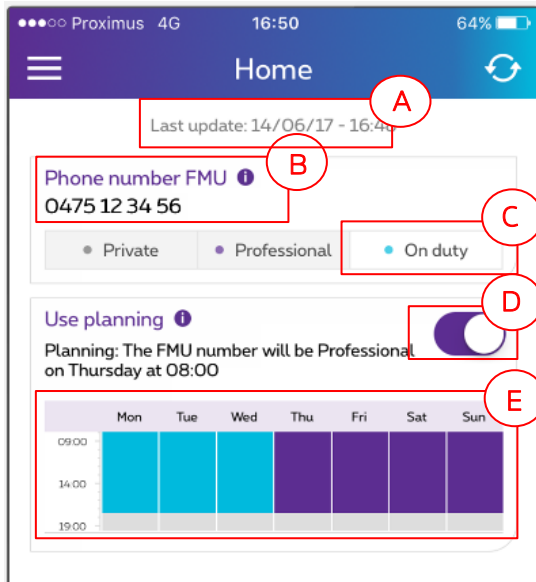
You must then complete an .xls file with five to six relevant columns:

Mobile Number	Schedule Template File Name	Notification (Beep)	Notification (Status Updates)	Auto/Manual Status	Active State
473142105	Option1	On	Off	Auto	

- A. The mobile number of the user.
- B. The schedule template name you defined in the previous section.
- C. Notification (Beep) “On” or “Off”, depending on whether you want to activate or deactivate it.
- D. Notification (Status Updates) “On” or “Off”, depending on whether you want to activate or deactivate it.
- E. Auto/Manual status: if the end user has a self-managed profile, you can choose automatic (auto) = schedule applies, or manual, and then you define a profile which overrules the scheduling.
- F. If the user is not a self-managed user, please select “Auto”. Otherwise, you will get an error message during the upload.
- G. Active state: choose the profile (“Professional”, “On Duty” or “Private”) if you choose the Manual Status.

2. Mobile Application

2.1. Home

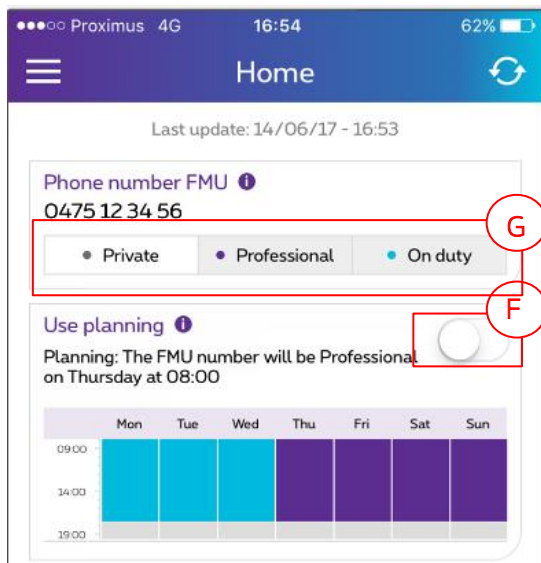


On the **home** screen, the end user can view:

A. The last update timestamp.
 B. The FMU mobile number.
 C. The active status - in this case, the professional status is active.

D. Whether or not the schedule applies – the schedule applies if the toggle button is blue or the “On” is active.

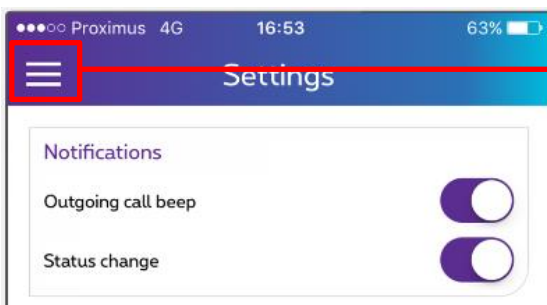
E. An overview of the global 7 days scheduling.



On the home screen, it is also possible to switch from automatic (schedule applies) to manual mode (if the user is in self-management mode).

F. To switch to manual mode, swipe the toggle button until it becomes white/grey.

G. You can then manually select a profile. In this example, the “Private” mode has been selected.

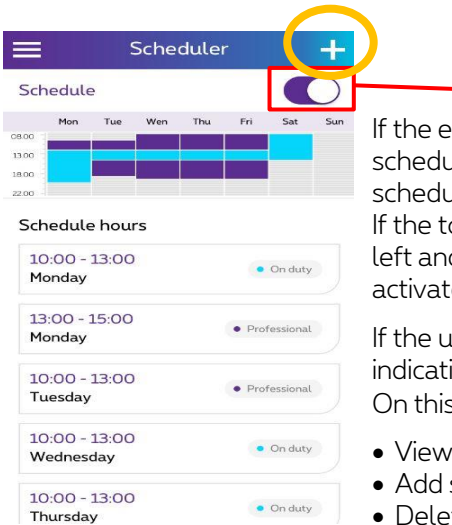


By clicking the “burger menu” you can access the **settings**:

You will see whether the “Outgoing beep” notification and/or “Status change” notification is/are active. Toggle button blue = active.

2.2. Scheduling

2.2.1. Overview




If the end user has a self-managed profile, he can choose whether the schedule applies or can manually select a profile which overrules the scheduling.

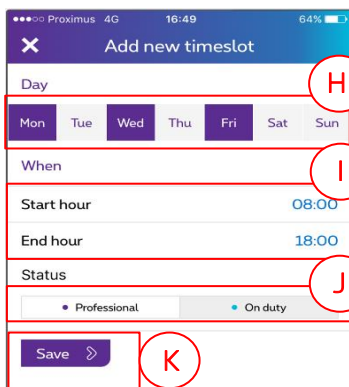
If the toggle button is “blue”, the schedule applies. If the user slides it to the left and the toggle button becomes “grey/white”, the manual profile is activated and the user can then manually choose the profile to be activated.

If the user is not self-managed, there is no toggle button but an “on” indication instead.

On this screen, the end user can:

- View the global scheduling
- Add slots by clicking on the 
- Delete slots.

2.2.2. Add one or several slots



H. Select the day on which you want to create a slot (multiple days possible).

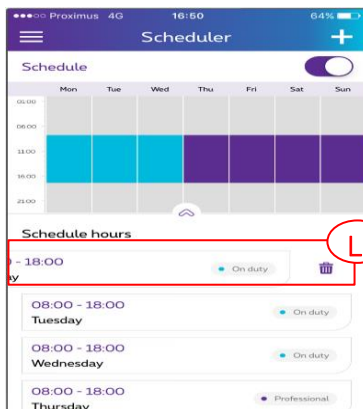
I. Select time-slot values – “Start Hour” / “End Hour” (granularity of 5 min).

J. Select the profile you want to be activated during the slot.

K. Add the slot by clicking on “save”.

Repeat the operation until all the slots you want to create have been defined.

2.2.3. Delete a slot



L. You can delete a slot by swiping the slot to the left and then clicking on the trash.